

Job Evaluation Standard
Employer/Employee Relations Positions
Revised: June 12, 2002

Introduction and Background:

The professional personnel classification series is being used for positions which function as **Hearing Officer Arbitrators** and as **Management Representatives** in the major departments. This work is employer-employee relations training activities and administrative hearing officer functions as outlined and delineated in the standards. This duality of functions is one inherent in the concept of proactive management (training) to identify and resolve problems before they arise, and reactive management (hearings) to settle disputes at the lowest possible organizational level in accordance with prevailing laws and regulations. These standards are designed to determine specific classification levels for Hearing Officer Arbitrators and Management Representatives in the various Departments throughout State government. The specific factors were developed from the duties and responsibilities of representative positions in the Department of Education, Transportation, and Health and Mental Hygiene. Specific duties, responsibilities, and supervision rendered and received shall be indicative of the proper classification level as outlined below. The specific factors used to identify classification levels in this standard therefore are (1) work scope and complexity, (2) nature of supervision received, and (3) supervision rendered. Volume of work is not, as is normal practice, a job evaluation consideration. These standards do not apply to clerical support or other personnel functions for which separate standards exist.

Analysis:

Personnel Specialist Trainee (0687), I (0686), II (0685)

These are the trainee level employee relations classifications. Characteristics of this level are assignments that require the ability to learn, comprehend, interpret, and apply a variety of State laws, rules, regulations, and policies under close monitoring and supervision with very limited final authority. Workers at this level typically work with and are trained by more experienced employee relations personnel.

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Personnel Specialist III (0684)

This is the entry level of employee relations work in field agencies.

Characteristics of this level are independent assignments as **Hearing Officer Arbitrators** responsible for conducting administrative hearings concerning employer/employee disputes for grievances or behavior deficiencies resulting in disciplinary action. Positions at this level **represent the agency and present testimony** at *agency hearings* and hearings conducted by the Office Administrative Hearings and if necessary at settlement conferences conducted by the *Department of Budget and Management*. As **Management Representatives** they have primary responsibility for independently training agency supervisors and employees in expected standards of conduct and progressive disciplinary methods via a preestablished training program.

All work at this level is performed under close and continuing supervision. Most work products are reviewed for technical sufficiency in conformance with appropriate laws, rules, and regulations. Workers at this level normally do not supervise others.

Personnel Officer I (2245)

This is the intermediate level of employee relations work in field agencies. Characteristics of this level are identical to those at the entry (Personnel Specialist III) level except for the type and amount of supervision received. Work is spot checked or receives a cursory review for technical sufficiency in conformance with appropriate laws, rules, and regulations. Workers at this level normally do not supervise but may assist in the training and orientation of other arbitrators/management representatives.

Personnel Officer II (2939)

This is the fully performance level of employee relations work in field agencies. Characteristics of this level in the field agencies are independent assignments as **Hearing Officer Arbitrators and Management Representatives** responsible for conducting and convening administrative hearings concerning **agency** employer/employee disputes for grievances or behavior deficiencies resulting in disciplinary action; and for training

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supervisors and employees in expected standards of conduct and progressive discipline methods. Work products receive a cursory review for technical efficacy. Training programs and seminars may be developed and delivered independently, in concert with other Hearing Officer Arbitrators, or with the Agency's training organization. Workers at this level do not normally supervise but may assist in the orientation and training of other arbitrators/management representatives.

Personnel Officer III (2504)

This is the first **supervisory** level of employee relations work in field agencies. Characteristics of this level are independent assignments as **Hearing Officer Arbitrators and Management Representatives** responsible for the full range of hearings and training functions described at the Personnel Officer II level. In addition, positions at this level **supervise subordinate** Hearing Officer Arbitrators and/or Management Representatives **and report** to an agency Employee Relations **Section** or Employee Relations Division **Chief**.

Personnel Administrator II (0392)

This is the **supervisory** and **managerial level** of employer/employee relations work in the field agencies. The characteristics of this level for field agencies are the same as those described for the first supervisory level except for the nature and degree of supervision rendered and received. Positions at this level supervise, or sometimes through subordinate supervisor(s), a **section or division** responsible for Hearing Officer Arbitrator and Management Representative functions at the agency level. Positions at this level **report** to a senior **Personnel Administrator responsible for a departmental personnel operation** or higher level agency administrator.

Personnel Administrator III (2426)

This is the **managerial** level of employer/employee relations work within the **largest State departments**. Positions at this level **supervise through subordinate**

supervisor(s) a section or division responsible for Hearing Officer Arbitrator and Management Representative functions at the departmental level. Positions at this level report to an employee who is classified as a Director, Personnel Services (0867).

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**Summary of Supplemental Standard
Employer/Employee Relations Positions**

- Classification Factors:
- a. Work scope and complexity
 - b. Nature of supervision received
 - c. Supervision rendered

Personnel Specialist Trainee, I, II

Characteristics of this level: *Non-Competitive Promotional*, delegated grouping used in the field agencies that

- a. receive training in fundamentals of Hearing Officer Arbitrators and/or Management Representation
- b. receive close and continuing training and supervision
- c. does not supervise

Personnel Specialist III

Characteristics of the entry level:

- a. independent assignments as a Hearing Officer Arbitrator or Management Representative
- b. most work products are reviewed for technical sufficiency
- c. does not supervise

Personnel Officer I

Characteristics of this intermediate level:

- a. independent assignments as a hearing Officer Arbitrator or Management Representative
- b. work products receive spot or cursory review for technical sufficiency

- c. does not supervise but may assist in orientation and training of other arbitrators/management representatives

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Personnel Officer II

Characteristics of this full performance level:

- a. independent assignments as a Hearing Officer Arbitrator and Management Representative
- b. work products receive cursory review for technical efficacy
- c. does not supervise but may assist in orientation and training of other arbitrators/management representatives

Personnel Officer III

Characteristics of the first supervisory level:

- a. independent assignments as a Hearing Officer Arbitrator and Management Representative
- b. work products receive limited technical review at the Agency level
- c. Supervises subordinate Hearing Officer Arbitrators or Management Representative

Personnel Administrator II

Characteristics of this supervisory and managerial level:

- a. independent assignments as Hearing Officer Arbitrator and Management Representative as the Manager or Chief of an Employer/Employee Relations Section or Division
- b. work products receive little or no technical review at the agency level
- c. supervises, sometimes through subordinate supervisors, the administrative and technical business of a Section or Division

Personnel Administrator III

- a. independent assignments as the Manager or Chief of an

Employer/Employee Relations Section or Division in the largest State departments

- b. work products seldom receive any technical review by the Director, Personnel Services
- c. supervises, through subordinate supervisors, the administrative and technical business of a Section or Division

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